



**EXHIBIT C**

**NOTICE**

This document has been prepared exclusively for:

December 11, 2003

Case Number or Client I. D. 014208.1635

Number of pages to follow: 5 Attn: Chad Terrell/Esmarie Garland

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Comments:

The text on the left side of the figure was cut off (step 3 in Fig.2) when the figure was sent to us.

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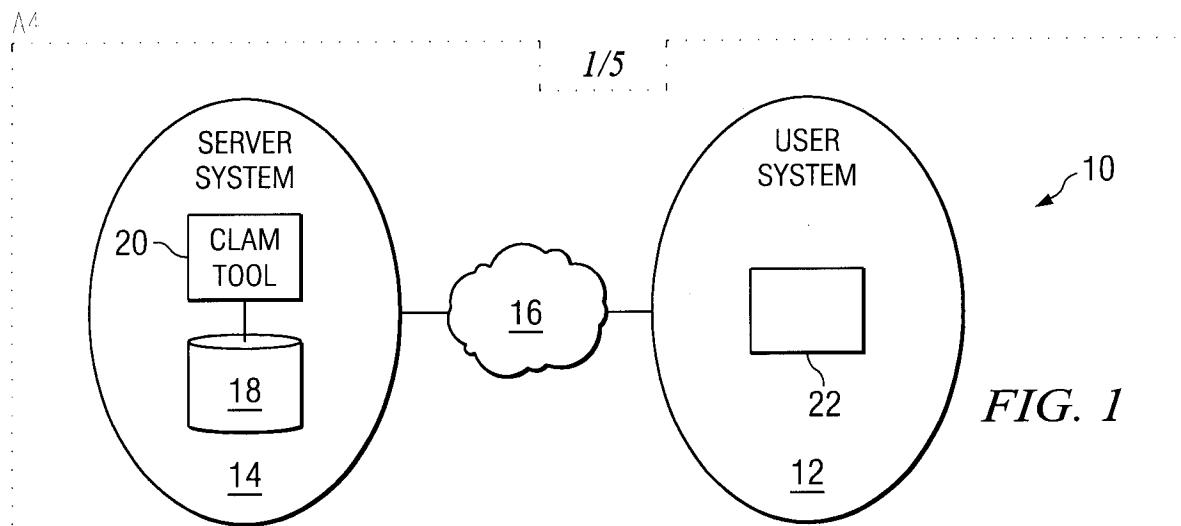


FIG. 1

INTERFACE CONCEPTS

## I. PRE

- A. PROCUREMENT
  - i. GOODS IN
  - ii. GOODS OUT
  - iii. ORDERING REPORT
- B. RESOURCING
  - i. PROJECTS
  - ii. ROLES
- C. SCHEDULING
  - i. BANK HOLIDAYS
  - ii. SITE ACTIVITIES
- D. SYSTEMS ADMIN
  - i. UTILITIES
    - a. CREATE USER
    - b. DAYBOOK REPORT
    - c. GEOGRAPHICAL DATA
    - d. SYSTEM GROUPS
    - e. USER BROWSER
- E. WORKFLOW
  - i. CHANGE REQUESTS
  - ii. HIGH LEVEL SUMMARY

## II. ADMINISTRATION

## MY DETAILS

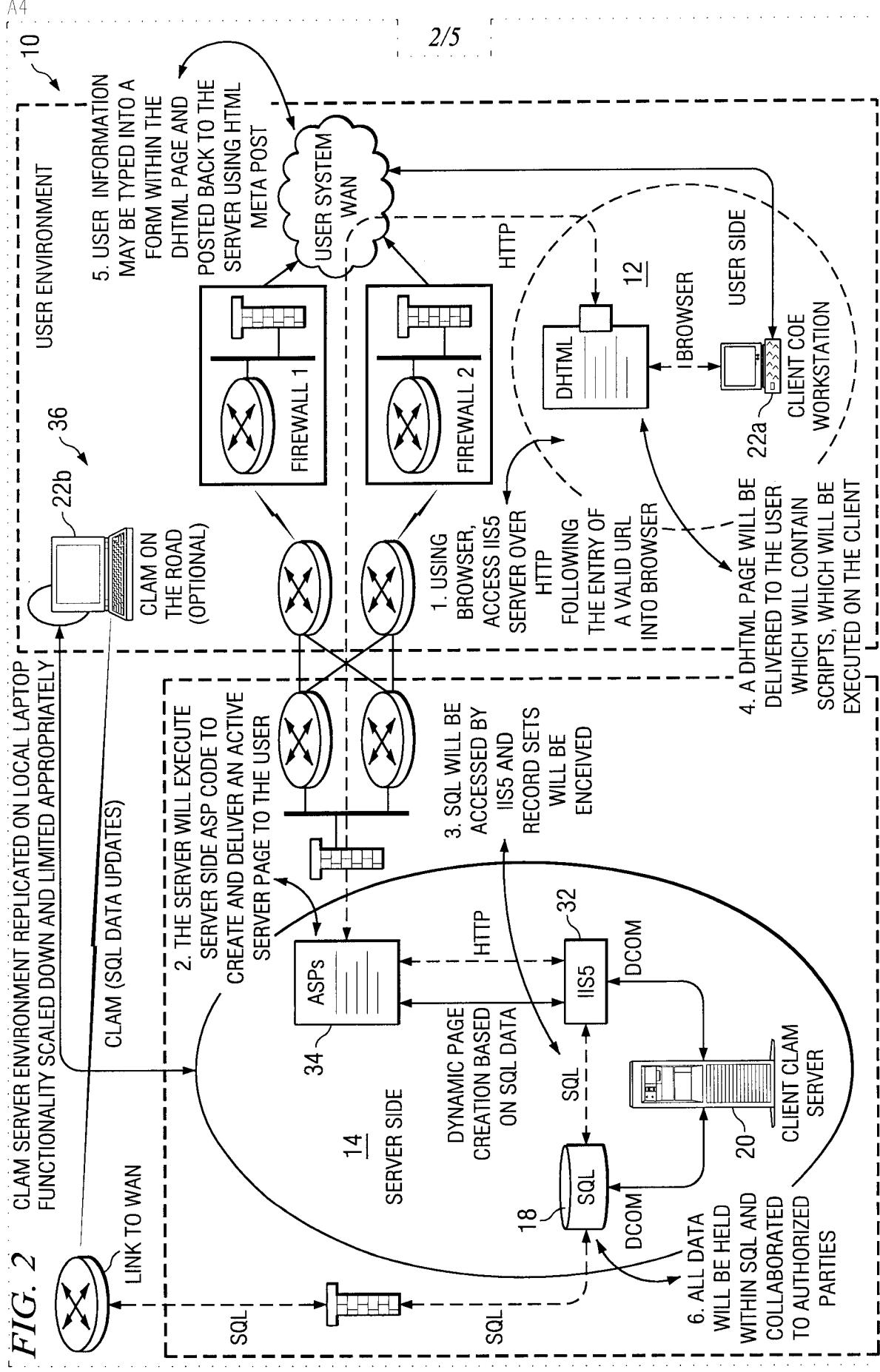
INSTALLING CLAM

CONNECTING TO CLAM (CLIENT)

GETTING STARTED

FIG. 4

DRAFT DRAWINGS \*\* PLEASE DO NOT FILE WITH THIS COPY!! PLEASE CONTACT PATENT ART FOR SAME-DAY DELIVERY OF FINAL DRAWINGS



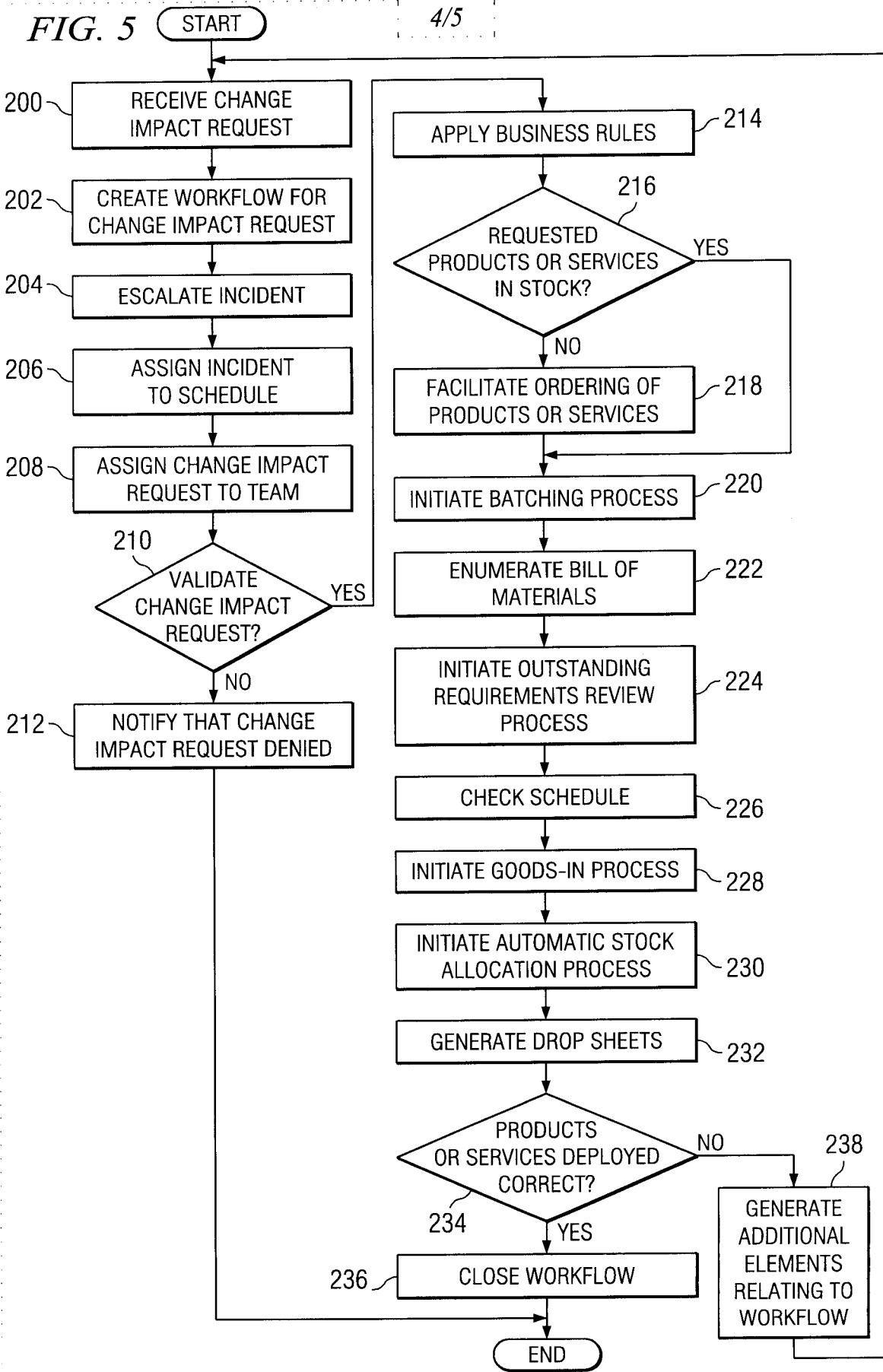
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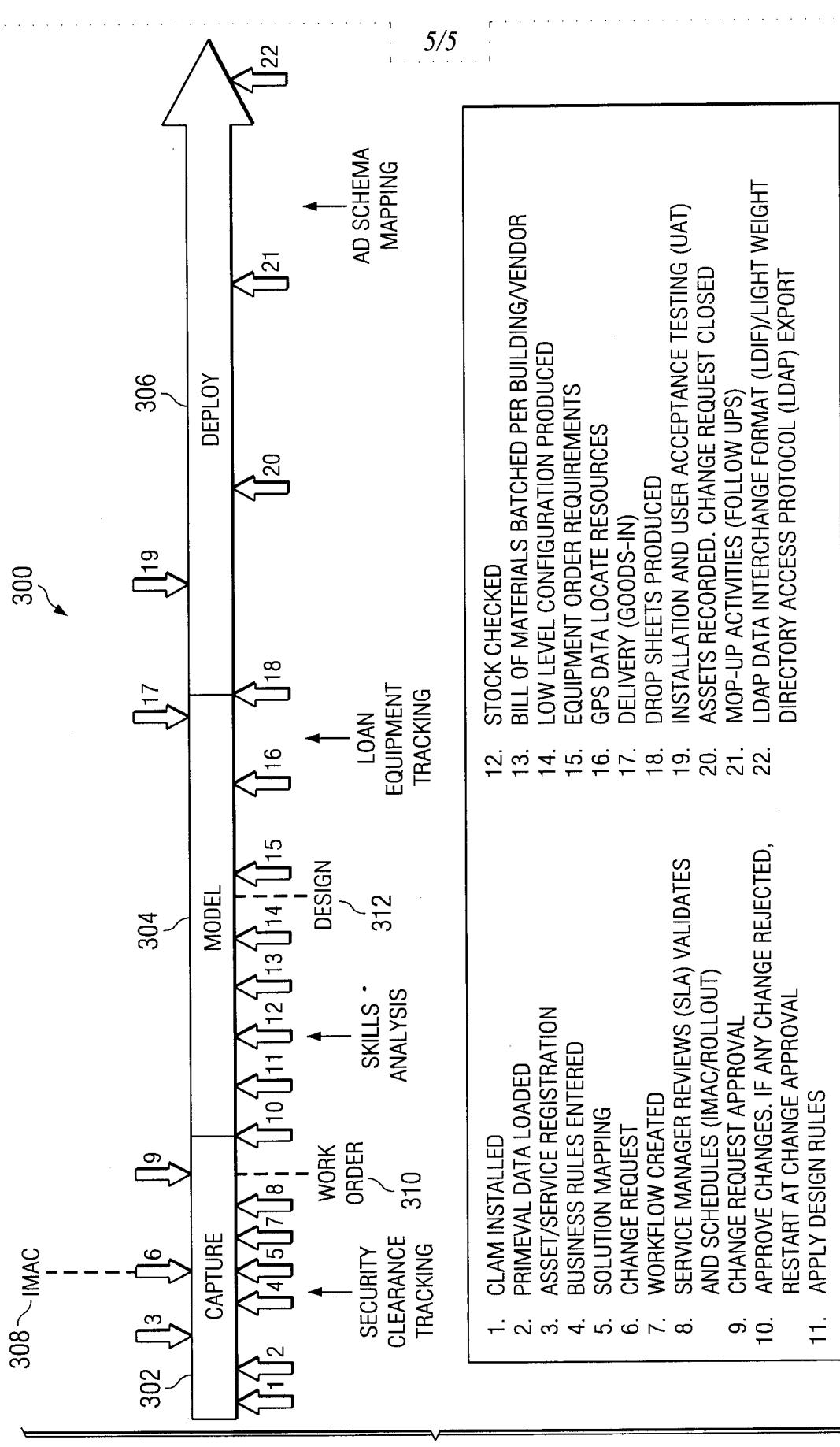
FIG. 3

CONCEPTS		3/5
I.	ADMINISTRATION	
	A. GROUPS	
	B. SYSTEM USERS	
	C. USER RIGHTS	
	D. GEOGRAPHIC DATA	
	E. ATTRIBUTE MAPPING	
II.	COLLABORATION	100
	A. NEWS	
	B. FORUMS	
	C. KNOWLEDGE BASE	
	D. REPOSITORY	
III.	ESTATE	
	A. EQUIPMENT	
	i. ASSETS	
	ii. LOAN EQUIPMENT	
	iii. LICENSES	
	iv. ORDERING	
	v. STOCK	
	vi. GOODS MOVEMENT	
	B. SITE MAPPING	
	i. SITE	
	ii. BUILDINGS	
	iii. WORK AREAS	
	iv. LOCATION POINTS	
	v. FACILITIES MANAGEMENT	
IV.	IMAC	
	A. ADDING PRODUCTS OR SERVICES	
	B. REMOVING PRODUCTS OR SERVICES	
	C. OFFICE MOVES	
V.	ORGANIZATION	
	A. DOMAINS	
	B. GROUPS	
	C. ROLES	
	D. MEMBER OF STAFF	
	E. BUSINESS STREAM	
VI.	RESOURCING	
	A. SITE ACTIVITIES	
	B. SITE ACTIVITY PLAN	
	C. SKILLS MATRIX	
	D. RESOURCE TEAMS	
	E. BANK HOLIDAYS	
	F. SECURITY CLEARANCE	
	G. PROJECTS	
VII.	SERVICES	
	A. PRODUCT CATALOGUE	
	B. SERVICE LIST	
	C. CATEGORIES	
VIII.	TOPOLOGY	
	A. BUSINESS RULES	
	B. BUILD KEYS	
	C. DNS NAMES	
	D. IP ADDRESSES	
IX.	WORKFLOW	
	A. SERVICE MANAGEMENT	
	i. INCIDENTS	
	ii. ESCALATIONS	
	iii. PERSONAL FOLLOW-UPS	
	iv. TEAM FOLLOW-UPS	
	v. SERVICE PROVIDERS	
	a. CONTRACTS	
	b. SERVICE LEVEL AGREEMENTS (SLAs)	
	B. WORK HANDLING	
	i. DROP SHEETS	
	ii. LOW LEVEL CONFIGURATION	
	iii. USER ACCEPTANCE TESTING	

A4

FIG. 5





1. CLAM INSTALLED
2. PRIMEVAL DATA LOADED
3. ASSET/SERVICE REGISTRATION
4. BUSINESS RULES ENTERED
5. SOLUTION MAPPING
6. CHANGE REQUEST
7. WORKFLOW CREATED
8. SERVICE MANAGER REVIEWS (SLA) VALIDATES AND SCHEDULES (IMAC/ROLLOUT)
9. CHANGE REQUEST APPROVAL
10. APPROVE CHANGES. IF ANY CHANGE REJECTED, RESTART AT CHANGE APPROVAL
11. APPLY DESIGN RULES
12. STOCK CHECKED
13. BILL OF MATERIALS BATCHED PER BUILDING/VENDOR
14. LOW LEVEL CONFIGURATION PRODUCED
15. EQUIPMENT ORDER REQUIREMENTS
16. GPS DATA LOCATE RESOURCES
17. DELIVERY (GOODS-IN)
18. DROP SHEETS PRODUCED
19. INSTALLATION AND USER ACCEPTANCE TESTING (UAT)
20. ASSETS RECORDED. CHANGE REQUEST CLOSED
21. MOP-UP ACTIVITIES (FOLLOW UPS)
22. LDAP DATA INTERCHANGE FORMAT (LDIF)/LIGHT WEIGHT DIRECTORY ACCESS PROTOCOL (LDAP) EXPORT

FIG. 6